Product Maintenance and User Guide

Manufactured by: Camden Group

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Supplier Details:

Thank you for your recent purchase of our products!

To ensure the longevity and performance of your products, it is essential that you care for them correctly.

This booklet outlines the simple cleaning, maintenance and operating instructions that we recommend you follow.

If you experience any difficulties or have any queries with your product, please contact your installer/supplier.

Your products fall under the following guarantee:*

PVCu Profile: 10 year guarantee on white and coloured frames, panels and composite door slabs

Glass: 15 year guarantee on sealed glass units

Ironmongery: 1 year guarantee on ironmongery/hardware*

**This guarantee is subect to terms and conditions - a full copy of the terms and conditions is available upon request from your supplier. All information is correct at the time of going to print*

Fitting Instructions

Windows & Doors

- Do not lean products on concrete or other sharp objects onsite – this may cause scratches or damage and may invalidate your guarantee
- Ensure protective tape is kept on until frames are fitted, or until site is completed
- Care should be taken to ensure all products are fitted square
- When the products are fitted, please note that a minor adjustment is built into the hinges and lock/espags, and can be used to increase or decrease sealing on gasket
- When adjusting resi-door hinges, adjust the bottom hinge first and each hinge in small equal amounts (*NB: avoid full adjustment on each hinge in turn*)
- Avoid blocking or obstructing drainage slots on product

Glass

- Use bridging packers where necessary
- When glazing, glass must be toed and healed correctly
- Glazing bead should be taken off carefully when fitting glass unit, and when refitting, ensure the bead is fitted exactly as before to ensure tight joints
- Care should be taken especially in cold weather when refitting glazing bead: excessive force must not be used as this could result in cracked welds/profile

Product & Operation Guide

Composite Door

Product

Composite doors feature a door slab that can open either inwards or outwards (depending on the style of your home).

Locking is achieved via a range of high-security mechanisms on the door slab and outerframe (latch, mulit-point locks and deadbolts) that are operated and engaged by the door handle; this can either be a lever/lever or lever/pad handle.

Locking System

To operate the door locking system:

1) Close door

2) Lift handle upwards to engage locking

3) Turn key until locking is completed

Maintenance Information

To help maintain your composite door hardware, please take the time to carry out the following:

Handle

Clean and oil moving parts when required

Hinges

Oil/lubricate hinges occasionally for maximum performance and longevity

Cams

Oil when required (*wipe away any excess oil*)

Locking Mechanism

Oil/lubricate when required

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Important Fitting Information

Product & Cleaning Maintenance
PVC, Composite & Hardware

PVC Frame, Panel and Composite Door Maintenance

- Frames and panels can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a soft cloth or sponge
- Do not use abrasive pads or solvents to clean your frames and panels, as this may result in scratches or damage to the surface
- Do not paint your PVC frames or panels (this may invalidate your guarantee)
- Take care when cleaning around silicone sealants (please note sealant discolouration over time is a natural occurrence and cannot be avoided*)*

Hardware Maintenance

- Keep handles, locks and hinges clean and free from dirt build up
- Hardware can be cleaned with a damp cloth and mild soap-based solution
- Avoid using abrasive pads, solvents or strong polish as this may damage the hardware
- Hardware that is protected with a lacquer finish may dull over time with ‘wear and tear’ – this is a natural occurance and cannot be avoided
- Stormguard threshold gaskets should be lubricated occasionally to avoid cracking
- For a smooth opening, lightly oil or lubricate moving parts once or twice a year

Product & Operation Guide
Patio Door

Product

Patio Doors feature a sidewards slide opening, rather than an inward or outward opening.

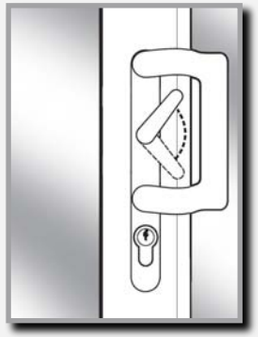
Locking is achieved via a range of mechanisms on the patio door sash and outerframe that are operated and engaged by the patio door handle and lever.

Locking System

To operate the door locking system:

1) Slide door to closed position
2) Lift lever updards
3) Turn key to engage locking

When unlocking, the lever should brought downwards



Maintenance Information

To help maintain your patio door hardware, please take the time to carry out the following:

Rolling Tracks

Inspect on a regular basis and remove any dirt or debris

Cams

Oil all when required (*wipe away any excess oil*)

Locking Mechanism

Oil/lubricate when required

Locking Cylinder *key insertion slot*

Avoid oiling or lubrication (this may damage the cylinder and invalidate your guarantee)

Product & Operation Guide
Resi Panel Door

Product

Panel Doors feature a door sash that can open inwards or outwards (depending on the style of your home).

Locking is achieved via a range of high-security locking mechanisms on the door sash and outerframe (latch, mulit-point locks and deadbolts) that are operated and engaged by the door handle; this can either be a lever/lever or lever/pad handle.

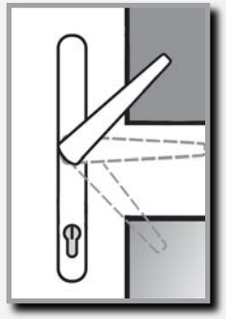
Locking System

To operate the door locking system:

1) Close door

2) Lift handle upwards to engage the locking system

3) Turn key until locking is completed



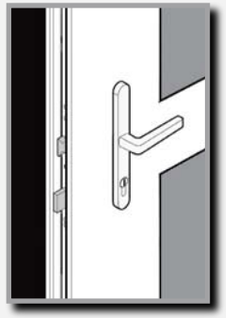
To unlock the door, turn the key until locking is disengaged and open (with lever/pad handle continue to turn key until door opens)

Maintenance Information

To help maintain your panel door hardware, please take the time to carry out the following:

Hinges

Oil/lubricate hinges occasionally for maximum performance



Cams

Oil when required (*wipe away any excess oil*)

Locking Mechanism

Oil/lubricate when required

Locking Cylinder *key insertion slot*

Avoid oiling or lubrication (this may damage the cylinder and invalidate your guarantee)

Product & Cleaning Maintenance
Glass

- Glass can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a soft cloth or sponge
- Glass may also be cleaned with household-brand glass cleaning products (please ensure that any dirt build up is removed first with water and soap based solution)
- Units featuring georgian bars or laminate/toughened glass can be cleaned in the same way as listed above
- Do not use abrasive pads or strong solvents to clean your glass, as this may result in scratches or damage to the surface
- Glass may be easily scratched; please remove sharp jewellery before cleaning
- Avoid allowing splashes to dry on the glass, as this may leave smears/marks
- Ensure that glass is cleaned frequently on both the inside and outside of the window
- Avoid excessive pressure on any leaded glass designs, as this may cause damage and unnecessary ‘wear and tear’ to the lead
- Please be aware that specialist glass may have specific cleaning instructions. If in doubt check with your supplier before first cleaning your glass

*Please note: coated glass, for example Low E, may appear to have reduced clarity – please note that this is normal and will not affect the overall performance of your glass uni*t

Product & Cleaning Maintenance

Conservatory & Patio Door

Conservatory Roof Maintenance

- Conservatory roofs can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a cloth/sponge or soft brush
- Do not use abrasive pads, solvents or power washers, as this may cause damage to the surface of the roof
- Wash your roof on a quarterly basis to avoid a build up of dirt, moss etc.
- Ensure all guttering around the conservatory is clear to avoid drainage problems
- Do not lean ladders directly against frames, glass or guttering as this may cause damage to your products
- Do not walk on your conservatory roof or exert extreme leaning pressure as this may cause serious damage to both you and your products

Patio Door Maintenance

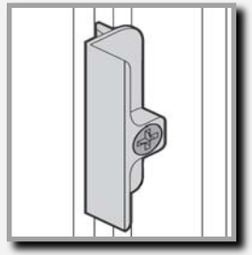
- Inspect your patio door roller track on a regular basis and remove any dirt or debris that could damage the rollers

Product & Operation Guide

Tilt N Turn Window

Maintenance Information

To help maintain your Tilt N Turn window hardware, please take the time to carry out the following:



Handles

Clean and oil moving parts when required

Cams

Oil all pivot points when required (*wipe away any excess oil*)

Keeps

Lubricate slots when required

Locking Mechanism

Oil/lubricate when required. Clear mechanisms of any dirt or debris build up

Product & Operation Guide
Tilt N Turn Window

Product

Tilt N Turn Windows can be operated in two ways:

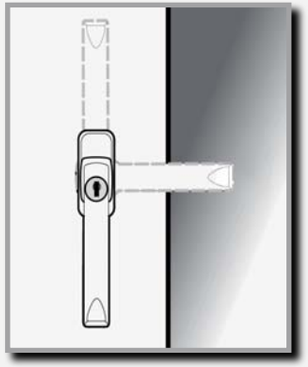
1) The sash remains closed at the bottom and the top tilts in towards the house – providing a secure ventilation option

2) The side-hung sash opens in fully towards the house; this provides a fire escape exit and also ensures the window can be easily cleaned

Locking is achieved via a range of mechanisms on the sash and outerframe (cams or espags) that are operated and engaged by the window handle.

Handles can be locking or non-locking (*locking handles come with keys - please be careful not to lose these*).

Locking System



Top: Turn position
Centre: Tilt position
Bottom: Closed position

To operate the Tilt system:

1) Unlock handle with key (*where applicable*)
2) Push-in locking button
3) Rotate handle 90° to engage the tilt mechanism
4) Pull handle and sash back towards the room
5) Sash will remain in this tilt position and the bottom of the sash remains firmly closed

To operate the Turn system:

1) Unlock handle with key (*where applicable*)
2) Push-in locking button
3) Rotate handle 180° to engage the tilt mechanism
4) Pull handle and sash back towards the room
5) Sash will open full in towards the room

Please note: the handle must always be in closed position before either locking mechanism can be operate

Product & Cleaning Maintenance
General Maintenance

Drainage

Frames are manufactured with an in-built drainage system (slots that allow water build up to flow to the outside); please ensure that these slots remain unblocked.

Weatherseals

Please ensure any weatherseals fitted to your frames do not become dislodged during cleaning. If this occurs, please slide the seal back into place.

Ventilation

Windows can be fitted with trickle ventilation at the top of the frame, allowing you to control ventilation and minimise condensation. These can be opened/closed by hand and do not require maintenance.

Condensation

This is a natural occurance within the home, for example cooking and bathing causes enhanced condensation on windows. This can be reduced by:

- Fitting energy efficient double or triple glazing
- Ensuring extra ventilation within the home, for example: opening windows, installing extractor fans, closing kitchen and bathroom doors when in use, and installing night vents/door grilles in bedrooms

Please note: energy efficient glass helps reduce condensation inside the home, but may be apparent on the outer pane of glass. This is a natural occurrence and is evidence that your energy efficient glass unit is working by preventing your home from losing heat.

Security

In addition to the high-spec security hardware fitted to windows and doors, you should also ensure that windows are closed and locked when you leave the house.

Product

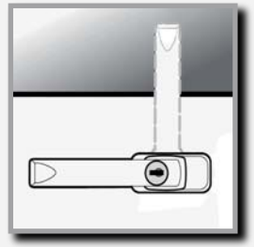
Casement windows can feature either a top hung or side hung opening sash. The sash opens outwards and is held in place by hinges.

Locking is achieved via a range of mechanisms on the sash and outerframe (cams, keeps) that are operated and engaged by the window handle.

For ventilation, the outerframe may feature keeps that allow the window to remain slightly open whilst maintaining safety and security.

Handles can be locking or non-locking (*locking handles come with keys - please be careful not to lose these*).

Locking System



To operate the window's locking system:

1) Unlock handle (*where applicable*)
2) Push-in locking button
3) Rotate handle 90° to disengage the locking
4) Push open window

Maintenance Information

To help maintain your window hardware, please take the time to carry out the following:

Handles

Clean and oil moving parts when required

Keeps

Lubricate slots when required

Cams

Oil all pivot points when required (*wipe away any excess oil*)

Product & Operation Guide
Casement Window

Hinges

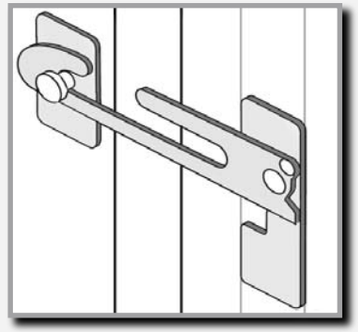
Oil/lubricate hinges occasionally for maximum performance and longevity

Espag Lock

Lubricate slots when required. Clear mechanisms of any dirt or debris that may have built up

Restrictors

Restrictors allow you to manually control how far your window opens, and can be fitted to provide extra safety and security within the home.



To operate:

1) Turn handle and push open sash to restricted extent
2) Pull the sash back towards you slightly
3) Manually release/unhook the restrictor
4) Hold the restrictor latch and fully open the sash

To close:
1) Close sash as normal and restrictor will automatically re-engage itself

Please note: when your house is unattended, it is recommended that all doors and windows are fully closed and locked